

# **APPENDIX 3:**

# **TROUBLESHOOTING GUIDELINES**

## **TROUBLESHOOTING**

In this appendix, errors that can be corrected by the user will be explained, and the steps in correcting the errors will be given. The errors/error messages are listed alphabetically.

There may be times when an error is not one that the user can correct. Such errors are:

- User ID suspended
- User ID suspended for password violations
- User ID revoked
- ACF2 Security Violation

In these cases, the user must call their servicing Regional Financial Center.

If you are unable to correct a problem using these guidelines, or if you experience a problem for which a solution is not provided in this chapter, please contact your servicing RFC at the number provided on the last page of Chapter 1 of this guide.

**Difficulty establishing and/or maintaining a connection** - Please refer to the installation procedures in Chapter 1 of this guide. Make sure that you have the proper COM port specified, and the proper modem type selected, using the INSTALL feature of your CQ software.

**Invalid Syntax** - If you get this message on the FRAS screen, this means that you have incorrectly entered the logon command. The correct logon commands are:

- to access test, the logon command is **LOGON APPLID (P1UAIMCV)**
- to access production, the logon command is **LOGON APPLID (P1UAIMPX)**

Be sure to type the commands exactly as written above, with spaces and parentheses. The logon commands are not case sensitive (they may be typed in either upper case or lower case letters).

**Keyboard seems inoperative** - First check to see if Press RESET is displayed in the Status line. If so, press the CTRL key on the left side of your keyboard. If Press RESET is not displayed in the Status line, press the **Tab** key because the cursor may be in a protected field. Pressing the **Tab** key will move the cursor to the next enterable field. If none of these things work, press **Pause** or **Break**. At the blank screen, type **/for signon**, then re-access the system.

**Lost or forgotten the runtime password for your CQ software** - You must re-install the CQ software using the instructions in Chapter 1 of this guide. Please be sure to select the correct modem type, COM port and edit the telephone number as needed after you have re-installed the software.

**New Password is not Minimum Length** - Passwords must be a minimum of 6 characters.

**New Password Matches Previous Password and Is Rejected** - You can't pick a password that you have used any of the last 6 times that you selected a password.

**Password Expired** - Passwords expire every 30 days. Enter your User ID, your old password in the Password field, and a new password in the New Password field. The New Password must be 6-8 characters in length and cannot be the same password used any of the previous 6 times that the user changed the password. You will also get this message if you have typed your user ID and a temporary password assigned by the FRB and hit **Enter** without specifying a new password. This is your prompt to select a new password.

**Password Not Matched** - You have entered a password that does not match what you had previously selected as your password. Retype the correct password in the password field and hit **Enter**.

**Press RESET** - To clear this message from the status line, press the CTRL key on the left side of your keyboard.

**SIGN COMMAND REQUIRED (Timed out) or IDLE PASSWORD REVERIFICATION REQUIRED** - You've been timed out and you need to sign back on. Press the **Pause** or **Break** key to clear the screen and type **/for signon**.

**Status Line shows DIS, PRB, IDL or DSR NOT ON** (upper right hand corner during dialing, lower right hand corner after connection established) - You have either experienced a problem with your connection attempt or lost your connection. Disconnect and return to the CQ Main Menu by pressing the Esc key twice. On the CQ Main Menu, you may choose option 4 to re-establish connection to host, or option 6 to disconnect and exit the CQ software.

**TERMINAL IN RESPONSE MODE - PRESS PA1 OR PA2-** You may see this message after you sign on with your user ID and password, after exiting following a lengthy display of the "Wait for Reply" status. To get out of response mode, press the **Alt** and the **F1** keys together. You will be returned to an ASAP screen, either the screen on which you received the "Wait for Reply" message or the screen that you were attempting to navigate to. However, you must log off and then log on again. To do so, hit **Pause** or **Break** to get to a blank black screen. Type **/rcl** and press **Enter**. This will return you to the FRAS screen. You may log back on from this point.

***Please note:*** if you were attempting to post a transaction when the Wait for Reply/Response Mode problem occurred, please inquire on the transaction. **DO NOT ASSUME** that the transaction posted or did not post.

If this procedure does not get you out of Response Mode, or if you are repeatedly finding yourself in Response Mode, please contact your servicing RFC. Be prepared to provide your CQ software's node name (this is printed on the encryption device; it is also displayed as the first eight characters in the lower left hand corner of your screen when you are connected using the CQ software), what screen you were on and what action you were attempting to process when the problem occurred.

**Wait for Reply** - This message usually briefly appears when the system is processing an action that you have entered. If this message appears for more than a minute or two, you may be experiencing a problem. If this message appears for several minutes, you are probably in response mode. Disconnect and return to the CQ main menu by pressing the Esc key twice. On the CQ Main Menu, you may choose option 4 to re-establish connection to host, or option 6 to disconnect and exit the CQ software.